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Genesys Engage cloud Workforce Management 8.5.1 Guide

Workforce Management 8.5.1 for Cloud

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Important

This content may not be the latest Genesys Engage cloud content. To find the latest content, go to [Workforce Management in Genesys Engage cloud](#).

Welcome to Workforce Management (WFM) Web Help. Use this page to go directly to the information you need, or use the Table of Contents to take a step-by-step tour of all the features and functions in WFM Web.

Getting Started

Become familiar with WFM Web.

[Date selection](#)

[Finding agents in tables](#)

[Logging out](#)

Scheduling and Trading

Adjust your schedule and make schedule trades.

[Schedules overview](#)

[Modify agent's schedules](#)

[Schedule builder wizard](#)

[Trading overview](#)

Monitoring and Adherence

Monitor performance and agent-adherence.

[Performance overview](#)

[Performance monitor view](#)

[Adherence overview](#)

Adherence details options